

W-01303A-09-0343  
SW-01303A-09-0343

ORIGINAL



0000118762

ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 89891

Date: 10/4/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Jennifer

Solmon

Account Name: Jennifer Solmon

Home:

Street: n/a

Work: (000) 000-0000

City: Anthem

CBR:

State: AZ Zip: 00000

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Jennifer Solomon [mailto:

Sent: Friday, October 01, 2010 11:22 AM

To: Utilities Div - Mailbox

Cc: Mayes-WebEmail; Newman-Web; Pierce-Web; Kennedy-Web; Stump-Web; Jenna Kollings;

Subject: Anthem Water Rate Increase Online Survey Responses

Attached are additional online survey responses and email responses from Anthem residents regarding the water rate increase proposed by Arizona American Water. As of today, over 400 residents have taken the time to share their story on how their family will be impacted if this rate increase goes through. On behalf of Anthem residents, the Anthem Community Council would like the attached information from the online survey as well as email responses docketed with the Arizona Corporation Commission as well as sent to the Commissioners deciding this case so they're aware of where Anthem stands on this important issue and what impact an increase of this magnitude will have on the community and the people who have chosen to live here.


As additional online survey responses are collected, they will be docketed with the Arizona Corporation Commission and sent to the Commissioners to continue to inform them on why Anthem residents are opposed to this significant water rate increase.

Jennifer Solomon  
Communications Director  
Anthem Community Council

Arizona Corporation Commission

DOCKETED

OCT 13 2010

DOCKETED BY 

RECEIVED  
2010 OCT 13 A 9:51  
AZ CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Freedom Way Magazine and OnlineAtAnthem.com

Survey & comments attached (37 pages)

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket Nos. W-01303A-09-0343 & SW-01303A-09-0343. closed

\*End of Comments\*

**Date Completed:** 10/4/2010

**Opinion No.** 2010 - 89891

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**Anthem Water Rate Case  
Online Survey Responses**  
October 1, 2010

First Initial & Last Name (i.e. "J. Smith")

09/17/2010	<u>7562327</u>	k. munro
09/18/2010	<u>7566330</u>	C. Blevins
09/20/2010	<u>7580558</u>	T. Setter
09/20/2010	<u>7580581</u>	S Clair
09/20/2010	<u>7580595</u>	S. Johnson
09/20/2010	<u>7580700</u>	D. Rankin
09/20/2010	<u>7580899</u>	R. Wiltgen
09/20/2010	<u>7580848</u>	G. Rosky
09/20/2010	<u>7580913</u>	E. Carlow
09/20/2010	<u>7580994</u>	J. Stark
09/20/2010	<u>7581198</u>	B. Ruff
09/20/2010	<u>7581282</u>	V. Solgonick
09/20/2010	<u>7581737</u>	L Jones
09/20/2010	<u>7581430</u>	W. Froboese
09/20/2010	<u>7582394</u>	G. Dragoo
09/20/2010	<u>7582602</u>	S. Dorosh
09/20/2010	<u>7582593</u>	D Bostic
09/20/2010	<u>7582501</u>	D. Birch
09/20/2010	<u>7582678</u>	J. YEAKLEY
09/20/2010	<u>7582973</u>	D. Harris
09/21/2010	<u>7585039</u>	B Boyll

09/21/2010	<u>7585516</u>	D Newcombe
09/21/2010	<u>7586891</u>	J. Feldman
09/21/2010	<u>7586926</u>	J. Gimple
09/21/2010	<u>7587679</u>	Donna Harrison
09/21/2010	<u>7588295</u>	J HEINEMAN
09/21/2010	<u>7588712</u>	Unhappy Homeowner
09/21/2010	<u>7589026</u>	M Wood
09/21/2010	<u>7590007</u>	A Hafezi
09/21/2010	<u>7590342</u>	M. Matthews
09/21/2010	<u>7593135</u>	D. Woodward
09/21/2010	<u>7593683</u>	B. Gubitose
09/21/2010	<u>7593793</u>	Y. Chen
09/22/2010	<u>7606856</u>	P. Theotocatos
09/23/2010	<u>7613348</u>	K. Mindy
09/23/2010	<u>7614822</u>	T. Knebel
09/23/2010	<u>7614861</u>	C. Stoick
09/23/2010	<u>7614860</u>	Leslie Peterson
09/23/2010	<u>7614924</u>	M. Birsa
09/23/2010	<u>7614940</u>	F Ritchelli
09/23/2010	<u>7614921</u>	J Griffin
09/23/2010	<u>7615003</u>	S. Hunn
09/23/2010	<u>7614945</u>	P. Long
09/23/2010	<u>7614948</u>	M Long

09/23/2010	<u>7615059</u>	E. Lawson
09/23/2010	<u>7615165</u>	J. Goldsmith
09/23/2010	<u>7615204</u>	A. Kettenhofen
09/23/2010	<u>7615303</u>	E BALL
09/23/2010	<u>7615382</u>	M. Call
09/23/2010	<u>7615508</u>	J. Swanitz
09/23/2010	<u>7615661</u>	K Bradburn
09/23/2010	<u>7615705</u>	G. Lortz
09/23/2010	<u>7615543</u>	G. Albrecht
09/23/2010	<u>7615738</u>	J. Selge`
09/23/2010	<u>7615872</u>	spinto
09/23/2010	<u>7615540</u>	A Spears
09/23/2010	<u>7615901</u>	P. Rogowski
09/23/2010	<u>7616080</u>	K. Murray
09/23/2010	<u>7616462</u>	c cuvelier lulis
09/23/2010	<u>7616438</u>	D. Snell
09/23/2010	<u>7616459</u>	B. Shearer
09/23/2010	<u>7616608</u>	R.Enzie
09/23/2010	<u>7616819</u>	W.Castner
09/23/2010	<u>7616975</u>	W. Ofsowitz
09/23/2010	<u>7616816</u>	B.Daron
09/23/2010	<u>7617061</u>	B Volinsky
09/23/2010	<u>7617095</u>	R. Rezagholi

09/23/2010	<u>7617232</u>	G. Ballard
09/23/2010	<u>7617209</u>	L. Rezagholi
09/23/2010	<u>7617382</u>	L. Sarner
09/23/2010	<u>7617497</u>	J. Ritter
09/23/2010	<u>7617433</u>	L Crane
09/23/2010	<u>7617535</u>	T. Vink
09/23/2010	<u>7617578</u>	C. Kettenhofen
09/23/2010	<u>7617600</u>	r. tamases
09/23/2010	<u>7618140</u>	J.Kirsch
09/23/2010	<u>7618146</u>	P Saunders
09/23/2010	<u>7618288</u>	D. Diede
09/23/2010	<u>7618298</u>	T. Yau
09/23/2010	<u>7618450</u>	R. Harbison
09/23/2010	<u>7618495</u>	J. Perry
09/23/2010	<u>7618662</u>	E. Monteleone
09/23/2010	<u>7618677</u>	K.Wojtanek
09/23/2010	<u>7618696</u>	w.reichmuth
09/23/2010	<u>7618615</u>	S. Kaczocha
09/23/2010	<u>7618692</u>	L Domecq
09/23/2010	<u>7618849</u>	J. Coleman
09/23/2010	<u>7618828</u>	A. Burton
09/23/2010	<u>7619200</u>	H Kordower
09/23/2010	<u>7619584</u>	A Tingley

09/23/2010	<u>7619738</u>	D. Bernardy
09/23/2010	<u>7619880</u>	E. Bartsch
09/23/2010	<u>7620322</u>	S. Durand
09/23/2010	<u>7620432</u>	P. Klick
09/24/2010	<u>7622275</u>	L. Solomon
09/24/2010	<u>7622655</u>	Marcy Oelhafen
09/24/2010	<u>7623773</u>	R Williams
09/24/2010	<u>7624616</u>	Valerie A Brown
09/24/2010	<u>7624784</u>	M.Riddle
09/24/2010	<u>7625194</u>	A. Atwood
09/24/2010	<u>7625602</u>	G Hunn
09/24/2010	<u>7625700</u>	Barbara A. Mullins
09/24/2010	<u>7625454</u>	J. Dees
09/24/2010	<u>7625869</u>	M. Christianson
09/24/2010	<u>7625970</u>	R. Brunton
09/24/2010	<u>7625969</u>	C. Gray
09/24/2010	<u>7626132</u>	kdkress
09/24/2010	<u>7626640</u>	T. McNicholas
09/24/2010	<u>7627639</u>	R. Costa
09/24/2010	<u>7627767</u>	Leighton and Gisela Linn
09/24/2010	<u>7628303</u>	K. Frankel
09/24/2010	<u>7629033</u>	J Solheim
09/24/2010	<u>7629834</u>	C Power

09/24/2010	<u>7630220</u>	L. Wall
09/24/2010	<u>7630565</u>	R. Isenogle
09/25/2010	<u>7636598</u>	M. Mize
09/25/2010	<u>7636845</u>	C Matzen
09/25/2010	<u>7637024</u>	Murphy
09/25/2010	<u>7637195</u>	J DeBay
09/25/2010	<u>7638378</u>	P. Grover
09/25/2010	<u>7638546</u>	p burns
09/25/2010	<u>7640086</u>	D. Sell
09/25/2010	<u>7640348</u>	K. MacDonald
09/25/2010	<u>7641049</u>	A. Gallo
09/25/2010	<u>7642203</u>	E. Donati-Kopec
09/26/2010	<u>7643577</u>	C Pierce
09/26/2010	<u>7645203</u>	M. Dunning
09/26/2010	<u>7646067</u>	S. Majerus
09/26/2010	<u>7646304</u>	N. St Clair
09/26/2010	<u>7647092</u>	J. Chadwick
09/27/2010	<u>7650623</u>	J Gaasedelen
09/27/2010	<u>7650383</u>	L & J Buchholz
09/27/2010	<u>7650942</u>	T. MacDuff
09/27/2010	<u>7652576</u>	W Edenfield
09/27/2010	<u>7653903</u>	K SHOSTED
09/27/2010	<u>7655550</u>	L Rettler

09/27/2010	<u>7655865</u>	P. Schapendonk
09/27/2010	<u>7656808</u>	J. Holle
09/27/2010	<u>7657050</u>	C. Heiss
09/28/2010	<u>7660126</u>	Donald E Seely
09/28/2010	<u>7660150</u>	J Worthington
09/28/2010	<u>7660684</u>	P.Pendorf
09/28/2010	<u>7663963</u>	Craig S.
09/29/2010	<u>7673085</u>	P. Grube
09/29/2010	<u>7678660</u>	J. Dose
09/29/2010	<u>7679451</u>	B. Wyatt
09/29/2010	<u>7681567</u>	K. Welch
09/29/2010	<u>7681653</u>	G. Welch
09/29/2010	<u>7684274</u>	M. Mitofsky
09/29/2010	<u>7684481</u>	Craig McHugh
09/30/2010	<u>7703772</u>	E. Lee
09/30/2010	<u>7704447</u>	W. Fondow
09/30/2010	<u>7708412</u>	E. Wheeler
09/30/2010	<u>7708543</u>	M. Bradford
09/30/2010	<u>7709630</u>	M.Gagnon
09/30/2010	<u>7710684</u>	L graham
09/30/2010	<u>7711142</u>	V Sage
09/30/2010	<u>7712558</u>	J.Matraw
09/30/2010	<u>7712846</u>	A Stramanino

10/01/2010	<u>7718854</u>	D. Eggleston
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Please indicate

09/21/2010	<u>7587679</u>	landlord
09/21/2010	<u>7593683</u>	renter
09/23/2010	<u>7620432</u>	Landlord
09/25/2010	<u>7638546</u>	renter
09/25/2010	<u>7642203</u>	Tenant
09/27/2010	<u>7655550</u>	Renter
09/27/2010	<u>7655865</u>	Retired

Number of Family Members in Household

09/17/2010	<u>7562327</u>	2
09/18/2010	<u>7566330</u>	1
09/20/2010	<u>7580558</u>	2
09/20/2010	<u>7580581</u>	2
09/20/2010	<u>7580595</u>	2
09/20/2010	<u>7580700</u>	2
09/20/2010	<u>7580899</u>	2
09/20/2010	<u>7580848</u>	4
09/20/2010	<u>7580913</u>	2
09/20/2010	<u>7580994</u>	2
09/20/2010	<u>7581198</u>	1
09/20/2010	<u>7581282</u>	3

09/20/2010	<u>7581737</u>	3
09/20/2010	<u>7581430</u>	2
09/20/2010	<u>7582394</u>	1
09/20/2010	<u>7582602</u>	2
09/20/2010	<u>7582593</u>	4
09/20/2010	<u>7582501</u>	4
09/20/2010	<u>7582678</u>	2
09/20/2010	<u>7582973</u>	4
09/21/2010	<u>7585039</u>	2
09/21/2010	<u>7585516</u>	6
09/21/2010	<u>7586891</u>	2
09/21/2010	<u>7586926</u>	2
09/21/2010	<u>7587679</u>	3
09/21/2010	<u>7588295</u>	2
09/21/2010	<u>7588712</u>	1
09/21/2010	<u>7589026</u>	2
09/21/2010	<u>7590007</u>	4
09/21/2010	<u>7590342</u>	2
09/21/2010	<u>7593135</u>	2
09/21/2010	<u>7593683</u>	4
09/21/2010	<u>7593793</u>	2
09/22/2010	<u>7606856</u>	2
09/23/2010	<u>7613348</u>	1

09/23/2010	<u>7614822</u>	3
09/23/2010	<u>7614861</u>	3
09/23/2010	<u>7614860</u>	2
09/23/2010	<u>7614924</u>	3
09/23/2010	<u>7614940</u>	2
09/23/2010	<u>7614921</u>	2
09/23/2010	<u>7615003</u>	4
09/23/2010	<u>7614945</u>	2
09/23/2010	<u>7614948</u>	2
09/23/2010	<u>7615059</u>	1
09/23/2010	<u>7615165</u>	4
09/23/2010	<u>7615204</u>	2
09/23/2010	<u>7615303</u>	4
09/23/2010	<u>7615382</u>	2
09/23/2010	<u>7615508</u>	3
09/23/2010	<u>7615661</u>	1
09/23/2010	<u>7615705</u>	2
09/23/2010	<u>7615543</u>	2
09/23/2010	<u>7615738</u>	2
09/23/2010	<u>7615872</u>	2
09/23/2010	<u>7615540</u>	1
09/23/2010	<u>7615901</u>	1
09/23/2010	<u>7616080</u>	2

09/23/2010	<u>7616462</u>	3
09/23/2010	<u>7616438</u>	2
09/23/2010	<u>7616459</u>	2
09/23/2010	<u>7616608</u>	4
09/23/2010	<u>7616819</u>	2
09/23/2010	<u>7616975</u>	2
09/23/2010	<u>7616816</u>	2
09/23/2010	<u>7617061</u>	2
09/23/2010	<u>7617095</u>	3
09/23/2010	<u>7617232</u>	2
09/23/2010	<u>7617209</u>	3
09/23/2010	<u>7617382</u>	4
09/23/2010	<u>7617497</u>	2
09/23/2010	<u>7617433</u>	4
09/23/2010	<u>7617535</u>	2
09/23/2010	<u>7617578</u>	2
09/23/2010	<u>7617600</u>	3
09/23/2010	<u>7618140</u>	2
09/23/2010	<u>7618146</u>	2
09/23/2010	<u>7618288</u>	4
09/23/2010	<u>7618298</u>	2
09/23/2010	<u>7618450</u>	2
09/23/2010	<u>7618495</u>	3

09/23/2010	<u>7618662</u>	2
09/23/2010	<u>7618677</u>	2
09/23/2010	<u>7618696</u>	2
09/23/2010	<u>7618615</u>	2
09/23/2010	<u>7618692</u>	4
09/23/2010	<u>7618849</u>	3
09/23/2010	<u>7618828</u>	1
09/23/2010	<u>7619200</u>	3
09/23/2010	<u>7619584</u>	2
09/23/2010	<u>7619738</u>	3
09/23/2010	<u>7619880</u>	2
09/23/2010	<u>7620322</u>	2
09/23/2010	<u>7620432</u>	2
09/24/2010	<u>7622275</u>	3
09/24/2010	<u>7622655</u>	3
09/24/2010	<u>7623773</u>	5
09/24/2010	<u>7624616</u>	3
09/24/2010	<u>7624784</u>	2
09/24/2010	<u>7625194</u>	2
09/24/2010	<u>7625602</u>	2
09/24/2010	<u>7625700</u>	2
09/24/2010	<u>7625454</u>	2
09/24/2010	<u>7625869</u>	two

09/24/2010	<u>7625970</u>	1
09/24/2010	<u>7625969</u>	3
09/24/2010	<u>7626132</u>	3
09/24/2010	<u>7626640</u>	3
09/24/2010	<u>7627639</u>	2
09/24/2010	<u>7627767</u>	2
09/24/2010	<u>7628303</u>	two
09/24/2010	<u>7629033</u>	2
09/24/2010	<u>7629834</u>	1
09/24/2010	<u>7630220</u>	2
09/24/2010	<u>7630565</u>	1
09/25/2010	<u>7636598</u>	2
09/25/2010	<u>7636845</u>	2
09/25/2010	<u>7637024</u>	5
09/25/2010	<u>7637195</u>	2
09/25/2010	<u>7638378</u>	4
09/25/2010	<u>7638546</u>	2
09/25/2010	<u>7640086</u>	1
09/25/2010	<u>7640348</u>	2
09/25/2010	<u>7641049</u>	6
09/25/2010	<u>7642203</u>	2
09/26/2010	<u>7643577</u>	2
09/26/2010	<u>7645203</u>	1

09/26/2010	<u>7646067</u>	3
09/26/2010	<u>7646304</u>	2
09/26/2010	<u>7647092</u>	4
09/27/2010	<u>7650623</u>	3
09/27/2010	<u>7650383</u>	3
09/27/2010	<u>7650942</u>	5
09/27/2010	<u>7652576</u>	2
09/27/2010	<u>7653903</u>	4
09/27/2010	<u>7655550</u>	4
09/27/2010	<u>7655865</u>	2
09/27/2010	<u>7656808</u>	1
09/27/2010	<u>7657050</u>	2
09/28/2010	<u>7660126</u>	2
09/28/2010	<u>7660150</u>	3
09/28/2010	<u>7660684</u>	2
09/28/2010	<u>7663963</u>	2
09/29/2010	<u>7673085</u>	1
09/29/2010	<u>7678660</u>	2
09/29/2010	<u>7679451</u>	1
09/29/2010	<u>7681567</u>	2
09/29/2010	<u>7681653</u>	2
09/29/2010	<u>7684274</u>	2
09/29/2010	<u>7684481</u>	2

09/30/2010	<u>7703772</u>	4
09/30/2010	<u>7704447</u>	2
09/30/2010	<u>7708412</u>	2
09/30/2010	<u>7708543</u>	4
09/30/2010	<u>7709630</u>	3
09/30/2010	<u>7710684</u>	2
09/30/2010	<u>7711142</u>	2
09/30/2010	<u>7712558</u>	2
09/30/2010	<u>7712846</u>	3
10/01/2010	<u>7718854</u>	2

**How will the pending water rate increase affect you, your family, and/or your business?**

09/17/2010	<u>7562327</u>	yes
09/18/2010	<u>7566330</u>	My monthly water bills are already too high and are a larger percentage of my monthly fixed income and budget. An even larger bill each month will impact my ability to pay other living expenses.
09/20/2010	<u>7580558</u>	Will double the cost of water. Never were told to expect this or budget for it. Living costs are going up TOO fast.
09/20/2010	<u>7580581</u>	We are on a fixed income. This will result in our moving from Anthem
09/20/2010	<u>7580595</u>	It will result in a significant increase in our water and sewer costs, as well as increases in our ACCA and Anthem Country Club fees. This is an increase we cannot afford.
09/20/2010	<u>7580700</u>	an increase of this size would be the tipping point in the ability to afford the house; we would have to sell
09/20/2010	<u>7580899</u>	We are retired living in Anthem on a fixed income. It is totally without conscience that a rate of this out-of-control proportion even be proposed let alone passed. We will need to cut down because of this stupid increase.

09/20/2010	<u>7580848</u>	We already pay an average of \$80 a month. I can't image paying higher! No where in the greater Phoenix area is anyone paying this high a water bill. We're just paying our bills now. I don't know where we can make any more cuts. If they keep raising the rates, I'll have no other choice than to move out of Anthem. American Water is going to make Anthem a ghost town!
09/20/2010	<u>7580913</u>	<ol style="list-style-type: none"> <li>1. I am on a fixed income and will have to find a way to do with less.</li> <li>2. Make it far more difficult to sell my house.</li> <li>3. Cause more homeowners to leave Anthem, causing a greater financial burden on existing homeowners.</li> <li>4. Increased rates will cause cost cutting making the beauty of Anthem suffer.</li> </ol>
09/20/2010	<u>7580994</u>	It will be difficult to keep the house. Between my pool and pond, my water bills are already over \$100 per month. Being also a Realtor, it is difficult to sell the short sales and bank owned properties in main Anthem. It makes the section by Walmart a better sale based upon City of Phoenix water bills. With the increase, I see homeowners cutting back on their usage and we will see dried up landscaping in neighborhoods, diminishing value even more. I'm also sure the HOA's bills for the common areas are not cheap. Homeowner's are struggling as it is with their bills. An increase in HOA fees will cause even more financial stress on families...forcing many to move elsewhere. The number of empty bank owned properties need to decrease - not increase.
09/20/2010	<u>7581198</u>	I am a senior citizen widow on a fixed income and it will have a devastating effect on me.
09/20/2010	<u>7581282</u>	We are a retired couple living on a fixed income and caring for our 90 year old mother. An increase in our water and wastewater rates will create an additional hardship on our household. We are in favor of rate consolidation of all of the districts of Arizona American.
09/20/2010	<u>7581737</u>	<p>We own a small business &amp; 4 residential properties. We have managed to keep these properties going, but the water rate increase will impact our family &amp; small business X5. Additionally, the HOA dues &amp; country club dues on the residential properties will increase to cover the water rate increase, which means a significant impact to our family's monthly budget. We have worked very hard to stay afloat in this challenging economy &amp; are concerned that these increases will cause our challenges to become a real struggle.</p> <p>We want to be able to support the Anthem economy &amp; be good corporate citizens!</p>
09/20/2010	<u>7581430</u>	After an extensive due diligence investigation of anticipating actual costs and reasonably expected increases in home ownership in Anthem, as a Senior Citizen and retired Real Estate Analyst, this increase is a betrayal of all normally expected business practices. There was no competent analysis of water provision and sewer treatment costs in the initial Subdivision

		<p>Report from the AZ Dept of Real Estate nor were any studies or available projections, advanced notices, or disclosures of water and sewer utility cost increases of this magnitude noted. Artificially supplementing the true cost of these facilities during the Marketing period appear to be a very convenient oversight and a underhanded marketing tool to hide the true costs of ownership. The degree of increase will serve as one unique negative, additional market defect on the desirability of owning in Anthem, which undoubtably constitutes an adverse reflection in future marketability and market value in the analysis of any prospective buyers. This entire scenario has negatively impacted my confidence in being protected from unethical business practices and irresponsible authorities in assessing future unjustified burdens on dependent Arizona citizens, and in particular Anthem residents. As a business owner in Black Canyon City, I would not consider expanding my business to the Anthem area, based on this extended series of suspicious developmental cost planning, inept problem resolutions, and the ultimate dependency on the deep pockets of "affluent Anthem owners"</p>
09/20/2010	<u>7582394</u>	<p>It will make my finances tighter than they already are. It is very expensive to live in Anthem, and I often wonder how long I can stay here. This is yet another blow.</p>
09/20/2010	<u>7582602</u>	<p>Since we are retired, it will have a significant impact on our expenses, even if we are not in the house using any water!!! In this difficult economic time, potential 100% increases are extremely hard to bear on fixed/limited incomes!</p>
09/20/2010	<u>7582593</u>	<p>Since I have not had a raise in the past two years I will need to find a part-time job on weekends or evening s to pay for this proposed or pending rate increase.</p>
09/20/2010	<u>7582501</u>	<p>Our expenses will rise to a point where we have to decide to if it's feasible to stay in Anthem or move. I'm retired and on a fixed income. I worked 35 years in a factory to enjoy my retirement. Right now the economy is still in bad shape. People are losing their jobs and their homes. This is not the time to add an extra burden to these families who are struggling to make ends meet.</p>
09/20/2010	<u>7582678</u>	<p>It will increase our club dues, HOA and Council fees and of course our water bill to over \$200 per month. The total effect of all increases may approach \$300 per month. All of this from a company with an absolute monopoly for water and sewer service in our community. Since we have no option we will have to pay these prices which are among the highest in the state...if not the highest. This will reduce the value of our homes in the market even further than already. The increase will also be an unfair disadvantage for local businesses driving their costs higher and their prices too.</p>
09/20/2010	<u>7582973</u>	<p>Financial hardship</p>

09/21/2010	<u>7585039</u>	Make Budget issues more difficult
09/21/2010	<u>7585516</u>	Will have to shut off landscaping water system. May force us to move. But who would buy a house where the water bill is nearly as high as the electric bill, and where HOA fees keep rising? This could literally destroy Anthem.
09/21/2010	<u>7586891</u>	We are retired and on a fixed income.
09/21/2010	<u>7586926</u>	I live off a fixed income. A huge increase in the water bill is really going to hurt. My health insurance has taken a major jump thanks to Obama's plan. This recession is far from over. We have scaled back on ever thing. I was not told when I bought this house of the possible huge increase in water price. This was not in the budget.
09/21/2010	<u>7587679</u>	Horribly!!! It will be hard to get renters and so many homes are foreclosed and empty now!
09/21/2010	<u>7588295</u>	IF MY WATER BILL DOUBLES AS ANTICIPATED WITH THESE INCREASES WE WILL SERIOUSLY HAVE TO THINK ABOUT SELLING OUR HOME . WE ARE ON FIXED INCOME AND THIS INCREASE WOULD BE VERY HARD FOR US TO ACCEPT INTO OUR BUDGET
09/21/2010	<u>7588712</u>	I will not be able to afford to live in Anthem
09/21/2010	<u>7589026</u>	My husband and I are retired and living on a fixed income. The water rate increase will skew our budget and force us to cut back in ways that may be detrimental to our long term health.
09/21/2010	<u>7590007</u>	The AZ American Water has raised its rates previously. My house value has dropped by 50% since I purchased it and also my income is lower by 30% since my house purchase. This rate increase will add to the burden of owning an Anthem house and will be the 'straw that breaks the camel's back'. I will no longer be able to afford this house.
09/21/2010	<u>7590342</u>	The pending water rate increase, on top of a recession that has already cut home values in Anthem in half, or worse, will lead to further foreclosures, short sales, business failures and label Anthem as a place too expensive to live. We will NOT be able to sell our homes at any kind of reasonable price and, if we stay, many of us on fixed incomes will be stretched beyond our limits. When we moved here we were not advised that this liability was forthcoming and, yet, we are having it forced upon us! Even worse, we get double dipped! We pay more at our home and we pay more at local businesses to cover their added costs. This increase, as well as future increases, should be spread over a larger base to minimize the impact o any given small group. Let's get real folks! No one other than AAW comes out ahead on this proposal!
09/21/2010	<u>7593135</u>	We are retired, and living on fixed income. Any rate increase will impact our budget and make

		our lives more difficult.
09/21/2010	<u>7593683</u>	We may have to move when our lease is up because it is just so expensive. We love anthem and have lived her for 5 years. It would break our heart but with all the other utilities going up we would leave because we could not afford it anymore. Our water bill is \$175 a month. We are at the top of budget for water. We are conserving every way we can. Last summer our electric bill was \$565 for July. You put that with a bigger water bill -we can no longer afford it. I know we cannot predict the weather but utilities in this state will just turn off services. If these rates continue we will look outside AZ for work.
09/21/2010	<u>7593793</u>	We are unable to pay high water bill for both home and office. High water bill is killing us.
09/22/2010	<u>7606856</u>	We are retired and on a very tight fixed income. I already pay triple for water than I used to in FL. I am so worried not only about trying to find the money to pay double what I am paying now, but also how it impacts the re-sale value of my home in the future. Who would want to move to Anthem now?
09/23/2010	<u>7613348</u>	It's already hard to pay the bill. I have removed all grass I had in the back yard and cut back on my watering of any plants.
09/23/2010	<u>7614822</u>	We are on the brink of financial destruction if we have this hike imposed. Things are tough enough. How much revenue will be produced if half the homes are sitting empty due to the fact that it is no longer affordable to live in Anthem?
09/23/2010	<u>7614861</u>	We are in the process of trying to short sale our home due to income reduction. We have signed a lease to rent a home in Anthem for the next year. However, should this rate increase go through, at the end of that lease we will probably forced to move out of Anthem with probably a lot of the other renters as well as a majority of the businesses. A 77% increase is ridiculous when the water company in question makes millions in profits every year.
09/23/2010	<u>7614860</u>	We aren't even there except for about 6 weeks a year for now..... Our bill is \$128 for NO USE- that doesn't count the bill for taking the water out again.. This place will be deserted if the costs keep going out of average citizens budgets. Thank you.
09/23/2010	<u>7614924</u>	This increase will force me to relocate to an area outside of Anthem.
09/23/2010	<u>7614940</u>	it will put an added burden on our budget that is already strained
09/23/2010	<u>7614921</u>	I am concerned that this proposed increase will further depress home prices. Further, this increase will reduce funds available for discretionary spending, thereby affecting local

		businesses in particular, who will also need to absorb this increase, or go out of business because of it.
09/23/2010	<u>7615003</u>	This is a huge increase on top of an already very expensive water bill.
09/23/2010	<u>7614945</u>	We have no actual income except Social Security. We would not be able to afford the water increase. We would have to let our plants die and empty our pool. If it passed, we may just have to move out of Anthem. This would be a travesty for all of us in Anthem since we have a mix of so many young families and so many retired elders. With the economy has collapsed and so many of us have lost so much of our retirement, it would be heartbreaking to see the devastation this increase would cause all of us. Please don't let it happen. Thank you for your support and consideration.
09/23/2010	<u>7614948</u>	We are retired and on a fixed income. We can only cut back so much to afford that much of an increase ... Houses aren't selling so we can't move...
09/23/2010	<u>7615059</u>	I am barely able to keep up with my current bills, and live "check to check". I have no additional monies available to me to cover additional increases to my water bill, or my HOA/Country club bills. I am single/divorced and again can barely cover what I currently have to pay to live in my home.
09/23/2010	<u>7615165</u>	a lot!! We are on a fixed retirement income. We will have to cut back on food and medical expense
09/23/2010	<u>7615204</u>	It will really affect us. We could not afford to stay here. I really want to stay here but cannot afford higher bills. Please do not raise the rates a lot of people cannot afford it. I love to live here and I want to continue to live here.
09/23/2010	<u>7615303</u>	WATER HERE IN ANTHEM ALREADY TERRIBLY OVERPRICED. OUR BUDGET IS ALREADY STRETCHED TO THE MAX. WE COULD LOSE OUR HOME WITH UNFORESEEN ADD ONS LIKE THIS. ALSO 3 OF US DO VOTE!!! LOOK OUT FOR THE PEOPLE THIS TIME NOT THE CORPS BOTTOM LINE AS BUSINESS USUAL!!!!
09/23/2010	<u>7615382</u>	This increase will affect our budget and lifestyle in Anthem. Arizona American Water Company is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment.
09/23/2010	<u>7615508</u>	Having been laid off over a year ago, and only working part time, paying our monthly bills is currently a challenge.  Raising water rates by such a significant amount will adversely affect my household, and I know there are many others in Anthem in the same situation.

		Now, nor never should a rate increase of this magnitude be put on a community, regardless of economics.
09/23/2010	<u>7615661</u>	It may force me to sell my home and it definitely has caused me to delay expanding my business into Anthem until I know whether or not the rate increases will force me to move.
09/23/2010	<u>7615705</u>	Being retired and on a fixed income it will drive me out of Anthem. With all the increased costs, taxes, and the economy along with decreasing retirement funds, we do not need additional utility costs.
09/23/2010	<u>7615543</u>	<p>My Employer just discontinued medical coverage subsidies for retiring/retired employees raising our cash flow needs from \$236/mo to over \$1300/mo and now with this additional potential doubling for water/sewage...man, what's next?</p> <p>Doesn't it seem rather severe for a community to pay this kind of rate while the rest, nationwide would drop their mouth and grasp the chest when told how much this will be for the average Joe?</p> <p>Please, please, find another way to be fair to all.</p>
09/23/2010	<u>7615738</u>	We are on a FIXED income and have no way to recover an increase that should be taken care of by Pulte/DelWebb. This impact will jeopardize our life by not having the ability to pay for Health coverage and other necessities.
09/23/2010	<u>7615872</u>	Drastically cannot afford increase
09/23/2010	<u>7615540</u>	<p>I will be paying monthly approximately what I pay on a monthly basis for electricity in our hot summer months. If this doubles I will be paying about \$170.00 per month for a single member household. I live on Social Security only, and this would be a big bite out of my budget.</p> <p>Why are you requesting the increase all at once? This fight has been going on for quite a while. If you had requested the increase in increments, this whole situation could have been avoided.</p> <p>The crux of the matter is that the powers that be did not handle their business dealings properly, and we, the innocents, apparently have to pay for their poor judgment. How would you feel if you were in my position? It just doesn't seem right.</p> <p>Write off part of this as a business loss, and hopefully run your business better in the future.</p>

		Arlene Spears Retired Anthem resident
09/23/2010	<u>7615901</u>	Impact on monthly budget/output for water / sewer charges. Given our great location (geographically), I often have guests and my water bill increases noticeably when they are in town. As is required by HOA / ACC requirements, I, like my neighbors, maintain landscaping, which requires water. The increase proposed will significantly change my bill.
09/23/2010	<u>7616080</u>	This takes money out of my discretionary spending budget to offset my fixed costs. The trickle down effect is enormous. The local businesses I frequent will get less of my business along with everyone else. In addition, the other services I normally use will have to escalate their prices to offset increased costs and so on down the line. An increase of this magnitude smacks of corporate greed and in my opinion unwarranted. I prefer the Commission consider water rates based on a benchmark of usage, dependent on numbers of family members, and finally, build in a credit system to reward those practicing water conservation.
09/23/2010	<u>7616462</u>	We own two houses in the country club and if our water bills go up and our maintenance fees go up, our problems will escalate. I am already unemployed and searching for work.
09/23/2010	<u>7616438</u>	Undue expense for retired persons with no income for higher expenses. If we can't control expenses we may have to move from Anthem.
09/23/2010	<u>7616459</u>	My husband has recently passed and I am left with a limited income. I am struggling to hang on to a home that is upside down on the mortgage. I am too honorable to let my home go back to the mortgage company but having to pay over \$200 a month for water will be a challenge and one that I most likely won't be able to meet. I believe it is illegal because none of this was disclosed in our sale papers. We certainly would not have bought had it been disclosed. Arizona American Water Company, is a multimillion dollar corporation with yearly profits and one that can afford to use other standard practices to secure their return of infrastructure investment. Remember, yours is an elected seat on the commission and the Anthem voters will remember that when elections come around again. My vote will COUNT. Please, I don't want to lose my home and have to move away from my support in Anthem now that my husband is dead.
09/23/2010	<u>7616608</u>	There is only so much money in the budget and when one utility increases by such a huge amount, something else will have to suffer - like food or clothing.
09/23/2010	<u>7616819</u>	We are retired and therefore on a fixed income (budget) whose value is steadily decreasing due to increased taxes, increase cost of health care and increase costs in general. The proposed rate increase will effectively double the monthly water bill which has a significant

		impact on our budget. I suggest that any rate increase be moderate and phased in over a more realistic period of time.
09/23/2010	<u>7616975</u>	We are on fixed income and it would affect our budget considerably.
09/23/2010	<u>7616816</u>	This increase request is totally unreasonable. The homeowners should not have to pay for the Arizona American Water Companies infrastructure. This was assumed by them when they made the business deal with Del Webb/Pulte. Currently our water rates are too high now in comparison to other areas. With an increase such as this affecting all areas of the community/country club and homeowner, we will no longer be able to afford living in this location. Not only that, to make matters worst, our property value will decrease to the point that we won't be able to sell it for what it is worth all because of the cost of water.
09/23/2010	<u>7617061</u>	My salary has been cut and my husband is in the construction business. Funds are very tight and an increase is unbearable at this time.
09/23/2010	<u>7617095</u>	<p>It would cause us to decrease water consumption by eliminating many of the plants and trees we have around the yard that currently keep the community and property values in place. It would stop our plans to add a hot tub and could even result in filling in the swimming pool. All of these will have immediate ripple effects - eliminate jobs to landscaper, contractor for hot tub, and pool care and supplies will no longer be needed.</p> <p>We golf and moved to this area ONLY because of the golf club and if the rate increases must jump because of the water rates - we will move out of the area and take our losses.</p> <p>This is detrimental to this community - there are already neighbors suffering, foreclosing and we don't need more of it. We will all loose as well as every business in the neighborhood from the pizza delivery boy who loses his job to the larger retail stores when people become strapped or move out. Surely resale values will plummet.</p>
09/23/2010	<u>7617232</u>	Obviously will decrease our level of discretionary income.
09/23/2010	<u>7617209</u>	We cannot allow this to happen. The monthly bill will be most unpleasant and hard to deal with on our fixed income (retired). This is not part of our budget. Even more concerning is it does not stop with the monthly bill as this will affect everything! Golf Rates, Community swimming pools for the Country Club as will as the Anthem Community Center and its lovely park. All of this will have to be passed on to the members of this community. Small Business owners who are already struggling in this recession will be further eliminated. Who needs a landscaper when I no longer water my plants, shrubs and trees - who needs to sell pool supplies or maintenance when people won't buy homes with pools? The property values are going to go down - we just moved into this community and I already took a hit on my last home sale - we cannot let this happen as this wonderful community will not be the same.

09/23/2010	<u>7617382</u>	it will be very difficult for us to continue living here
09/23/2010	<u>7617497</u>	Will make the usual day to day tasks like laundry etc stressful.
09/23/2010	<u>7617433</u>	Money is tight to begin with; we live from pay check to pay check. My husband and I have both taken pay cuts. We have 2 children in college (not cheap) Everything keeps going up, car insurance, homeowners insurance, medical insurance, etc. making it harder just to get by. We simply cannot afford an increase of any type, and the increase that is being proposed is not a little increase, it is huge. We definitely do not support this increase.
09/23/2010	<u>7617535</u>	We own a winter home in Anthem, but with maintenance cost skyrocketing we may need to rethink our choice.
09/23/2010	<u>7617578</u>	<p>My sister and I will be severely affected in that the proposed water bill increase will make it so that we cannot afford our club dues and possibly water bill. Many people have said it may cause them to have to walk away from their homes. The last thing this area needs is more foreclosures. Also, the amenities are the "soul of Anthem." With water rate increases, many amenities might be shut down altogether. I am a busy working professional who normally does not do "surveys." Except this one because of its paramount importance. Please keep water rates where they are. Thank you for your time and attention in reading this.</p> <p>C. Kettenhofen</p>
09/23/2010	<u>7617600</u>	I am already on a fixed income. I would not have bought a house here in the country club had I known this was going to happen. You will be taking away food and vitamins from my family with a 77% increase and I will be desperate to move away from Anthem. I do notice however that the huge sprinklers are going at 1 in the afternoon when it is 101 out or higher. 1/2 of that water is evaporated by the time it hits the ground. Why are you wasting water and then charging us more for the waste? Any gardener will tell you NOT to water in the middle of the day. So, new?
09/23/2010	<u>7618140</u>	It will be very difficult to afford living in Anthem with a personal increase and an increase in Golf and social and homeowners dues. We are seniors living on a fixed income.
09/23/2010	<u>7618146</u>	When we moved here the added expense of paying for the infrastructure was not built into our budget since it was never mentioned in any way to us at the time of our purchase. We are living on a fixed income that does not give us any room for more expenses that we were not informed about. Our medical expenses have sky rocketed for both by husband and myself. We flat cannot afford an increase.

09/23/2010	<u>7618288</u>	Add \$ to the care of our family
09/23/2010	<u>7618298</u>	Greatly as we're retirees and the water bill is already a hefty cost to us due to the hot weather here. It seems we are waiting for a giant corporation to axe us and all we can do is wait to die.
09/23/2010	<u>7618450</u>	Will consider selling home if water rates go up the proposed nearly 80%. As retirees we are on a fixed income. With the added monthly water bill plus the added HOA fees we will no longer be able to afford living here. We are also concerned that many who are in the same situation may be forced to do the same causing the home values to plummet even further here as homeowners migrate out of Anthem. This could be a real blow to the viability of living in Anthem.
09/23/2010	<u>7618495</u>	Our family budget needs to squeeze, it will be more tough for us to live in Anthem.
09/23/2010	<u>7618662</u>	It will cause our water rates to be much higher than typical rates in the greater Phoenix area and that will cause our property values to decline further because those high rates will discourage buyers. The rate increase is also likely to cause an increase in the number of families leaving Anthem and selling their houses, which will put additional downward pressure on house values in Anthem. Overall, the impact will be extremely negative as it relates to the desirability of living in Anthem and will diminish quality of life for all Anthem residents.
09/23/2010	<u>7618677</u>	It will curtail our lifestyle activities by such an unfair price increase. We seniors are on a tight management budget now and this increase will certainly make things much harder for us to enjoy our living in Anthem. Social Security refuses to give us a increase for the next two yrs so why does American Water feel justified in doing so.
09/23/2010	<u>7618696</u>	It will hurt. Enough to start thinking of moving elsewhere. I am not willing to pay Dell Webs Bill.
09/23/2010	<u>7618615</u>	We are retired and live on a fixed budget any additional water rate increase will a financial impact on us. We are very surprised at our current water rate which is higher than neighboring communities. Any additional increase would be totally UNFAIR to us in Anthem, since all other municipalities pay less. Any increase would have a negative impact on our local businesses, who are struggling at this time. The businesses would have to pass the increase on, creating an additional financial impact on us. The only fair method would be to spread the water rate equally over the communities served by Arizona American Water.  Stan Kaczocha

09/23/2010	<u>7618692</u>	This water rate increase will have a very negative impact on our family. This economy has been very difficult on us and income has been lost. We have made all of the cutbacks that we can and our monthly budget is still hard to meet. I am not sure where the money will come from to pay this increase and people that are just hanging on will be pushed over the edge. Anthem has suffered enough!!!!
09/23/2010	<u>7618849</u>	We will be significantly affected in an adverse way. This could truly be the deciding factor of staying in Anthem or selling our house and moving elsewhere where AZ AM water is not the water provider.
09/23/2010	<u>7618828</u>	I am a widow on SS and will not be able to stay in my lovely home if there are substantial increases in water, HOA and CC dues. The rate I pay now is higher then I have ever paid in AZ. I've lived here two years and was never told about the water problem when I bought the house. Now I don't use my DW, save water from the shower to water plants and find ways to use water for more than one thing. This is hard on me, so if the rates go up I will have to sell!
09/23/2010	<u>7619200</u>	It will have a great impact on our household as we are barely able to scrape by as it is. It is unimaginable that we could possibly be paying \$150 a month just for water.
09/23/2010	<u>7619584</u>	We are of retirement age, but due to the economy we will have to continue to work. If the water rates are raised so dramatically it definitely will impact our savings It will also impact the restaurants , business, our dues the Anthem CC. Some businesses will close. Water rates will have a big impact in Anthem/ People are foreclosing, short sales, and if the water rates are increased, it will prevent sales of these homes. These higher rates will discourage people from buying homes in Anthem. More people will succumb to short sales and just walk away from their homes. A lot of residents live on fixed incomes that does not allow for such big increases in water rates. The water company makes a great deal of money. What are their CEO's paid? Anthem Residents all need water to live, but can we afford to live here? No increase please.
09/23/2010	<u>7619738</u>	It will take food away from our family and we care for an 86 year old who needs nourishment, a comfortable home (heat and cooling when needed) and medical attention. If water rates go up, then something has to be eliminated and we have nothing to cut back on.
09/23/2010	<u>7619880</u>	Being part of the retired age community, this would affect all of us on limited income. Little did we know that a large water company would put us in this financial jeopardy unknown to the home buyer. We hope the commission would assist us in this matter.
09/23/2010	<u>7620322</u>	We already pay unusually high rates for our water and sewer. Higher rates will diminish the

		appeal of Anthem, reduce our property values and make our home more difficult to sell. The water rates in Anthem should be similar to those in other communities served by Arizona American Water Company.
09/23/2010	<u>7620432</u>	As a landlord I am responsible for all association dues for my home. Should the dues increase to cover the association's water usage, I have no way of recovering the increase due to a long term lease at a fixed amount. With the economy as it is, many tenants are suffering from previous losses. It seems a rather extreme measure to increase at such a high rate. Please tell me where in America people are luxuriating in receiving a 25% increase in salary? This is an unconscionably large increase and should be reconsidered in light of the current state of affairs. Thank you.
09/24/2010	<u>7622275</u>	It will drastically effect our budget and what we are able to do.
09/24/2010	<u>7622655</u>	<p>We -- my specific family - has lost over 35% of our income, our house has lost 35% of its value (fortunately we are still above water), we have had to cut out eating out, vacations, and basically any extra expenses. We have had to continually cut back our expenses of things people take for granted, gas for cars, food for the house, activities for our kids. We have done so because it is our RESPONSIBILITY. There is no one to bail us out.</p> <p>If the Council chooses to proceed with this rate action it will come close to doubling our water bill and increase our Anthem dues (due to their passing on their rising costs). In percentage terms, after all of our income loss and expense cuts, this water increase will increase our budget by 6% on a monthly basis. As we have already come close to cutting to the bone, I don't know where we will find this further expense. And although we can cut back some usage, water is a key need for daily life.</p>
09/24/2010	<u>7623773</u>	We will be forced to sell our home in the club as the triple increase for water (owner, club and community dues) will be too much to bare.
09/24/2010	<u>7624616</u>	more foreclosures meaning higher bill for us in community.
09/24/2010	<u>7624784</u>	You are looking at a \$100 increase in the water bill. Not to mention the increases for both Country Club and Anthem Community. At a time where cost of living as gone up and salaries have dropped. And we are talking about water a necessity here in AZ. Does a lack of planning on the Water Companies part require a emergency on mine.
09/24/2010	<u>7625194</u>	I am on a fixed income and this means that i will have to be more careful with my budget.
09/24/2010	<u>7625602</u>	We had not budgeted for such an increase in our retirement, so will affect us greatly

09/24/2010	<u>7625700</u>	Already our monthly rate for one person living in our home, my 80 year old mother is 140.00 per month. If this rate increases considerably it will become a hardship in years to come. I can only imagine what our future rates will be. In addition it is bad for the community as a whole as far as resale of properties and upkeep of our common areas as well as impact on HOA fees. It is one giant snowball effect. This is something we as homeowners did not know when we purchased our properties. If we knew Del Webb would not have been able to sell us homes in this community
09/24/2010	<u>7625454</u>	We, the 80 year old generation do not have significant means of increasing income, so this proposed increase in one essential element of day to day living brings us closer to the brink of becoming dependent, rather than staying independent. PLEASE, PLEASE do not destroy that critical ability for which we have worked and strived these past six plus decades!
09/24/2010	<u>7625869</u>	will limit money for necessities
09/24/2010	<u>7625970</u>	I will not be able to maintain the landscaping as required by the HOA and it will definitely affect the sale of my property should I have to put it on the market.
09/24/2010	<u>7625969</u>	We are a one income family with 2 children in college. We recently purchased this home not knowing this outrageous pending water rate was possible. This will hit us hard, limiting our ability to provide for our family. We will not be able to put money back into Anthem or the much needed economy. This is not fair.
09/24/2010	<u>7626132</u>	It will increase an already stressed budget.
09/24/2010	<u>7626640</u>	Our budget is very tight at this time. We have a son that will be going to college and my mother in law is moving in with us. Also if we need to sell our home this could be a big factor to a buyer.
09/24/2010	<u>7627639</u>	It will double our bills as well as increase our homeowners dues in the Country Club
09/24/2010	<u>7627767</u>	Our property value is already reduced by 50%. Water Rate increase at this time is ridiculous.
09/24/2010	<u>7628303</u>	We are retired with a pending decrease in our pension due to the economy and at a critical stage in its funding. We have done all the cutbacks we can and this along with our medical deductions is not even possible. When we moved to Anthem we were not aware that there would be such an increase water hike. We would never have bought in this area. Who will want to own in this community? Our resale values will be affected in a negative way. This is

		moral issue of picking on the innocent people who were never really given an option of making an intelligent decision because there was no disclosure when purchasing these homes.
09/24/2010	<u>7629033</u>	These are hard times, not time to raise the cost of anything. We will be hit two ways, as a homeowner and as a golf club member. This proposed increase is wrong. None of us were ever told this could happen when we bought our homes. We are retired and on a fixed income which doesn't go up, sooner or later we wouldn't be able to pay.
09/24/2010	<u>7629834</u>	This will cause me to short sale or walk away from my home. I'm single and self supporting. I have great credit, but I honestly can't afford this any longer. My water bills are 140 per month as it is, I travel many days of the month and don't demand this type of usage.
09/24/2010	<u>7630220</u>	The pending water rate increase will cause yet another financial hardship for us. We are currently struggling to make ends meet and can't afford to pay more than we're already paying.
09/24/2010	<u>7630565</u>	Between the extreme water bill I have of about 140.00 a month and the HOA fees, I cannot afford to live in anthem. I don't really know what to do now - if it were increased I can't imagine what I can do to remain here on my own.
09/25/2010	<u>7636598</u>	We are retired on limited income. This increase is unfair to all. This will increase the odds that we will have to sell our house which is not good in this downturned real estate market.
09/25/2010	<u>7636845</u>	My wife and I are both retired and on a fixed income. The increased water rate will definitely hurt us financially.
09/25/2010	<u>7637024</u>	it will be a significant impact especially with kids and the price of other items increasing as well. It has caused my wife to go to work in order to make ends meet, which now takes her away from the family when the kids get home from school.
09/25/2010	<u>7637195</u>	I bought this house based on what I made at the time in 2001. Since then my company went bankrupt and my salary dropped considerably but I could still manage if I got a relative to move in and help with expenses. Well that relative is about to move out and I can barely make my house payment/maintenance with her more/less if she leaves and I have \$180 water bill. I'm afraid I will have to sell/lose my home. I can't handle one more penny going out. Barely hanging on.
09/25/2010	<u>7638378</u>	Reduce quality of life and discretionary spending. The coupled with the already high utility

		costs would be a heavy burden.
09/25/2010	<u>7638546</u>	with one of us on social security and not healthy enough to work full time, and the other one having to take a 20 % cut in pay, an increase in water rates would impact our lives significantly. we would surely feel the difference
09/25/2010	<u>7640086</u>	Being single and living on 1 income, it will be hard to absorb not only the personal water increase, also, increase to our Association dues as well. With plans to sell a home in the future, high water prices for Anthem residents isn't going to help home values in the future in this community !!!!
09/25/2010	<u>7640348</u>	The water rate increase affects me because I'm on a fixed income. Across the board, I'll be paying more for all Anthem fees, not just the water bill.
09/25/2010	<u>7641049</u>	It will be horrible. We are struggling in this economy with unemployment. A water increase will hurt a lot!
09/25/2010	<u>7642203</u>	Having recently relocated from Pennsylvania and being retired on a fixed income, we feel your water rates and proposed increase to be absolutely ludicrous. In comparison to other parts of the country, our former water and sewage bills were billed every three months and nowhere near your rates here. We feel this will have a major impact on whether we stay or leave at the end of our lease. We thought Arizona would welcome newcomers to live and enjoy their retirement especially with the federal government freezing the cost of living increase for Social Security. This increase will have a trickle-down effect onto businesses as well and therefore lead to more increases passed on to the consumers.
09/26/2010	<u>7643577</u>	The utilities in Anthem are already higher than we have been paying in the pacific northwest. We believe a hike in the water rates will destroy Anthem. We have already seen many people displaced from their homes and this will just add to the problem. We will seriously have to rework our budget to see if we can stay in the community we love.
09/26/2010	<u>7645203</u>	I live on a "fixed" income since I am retired. My water bill is already over \$110 per month now. Most of my water usage is for landscaping and replacement of water for a small pool. I am forced to pay a sewer charge even though none of this water goes into the sewer. Our rates are unfair already due to a 1" meter charge and high sewer rates. I am planning on downsizing to a smaller home and I know that a water bill of over \$175 will make it more difficult, if not impossible, to sell my home in this down market. I am a very conservative energy and water user. It is ridiculous to think that my water bill will be higher than my electric bill for a 3,000 sq. ft. home.

09/26/2010	<u>7646067</u>	Adversely. We are only here part time and the water cost is exorbitant for what we use. It's outrageous.
09/26/2010	<u>7646304</u>	Water increase will make our budget tighter, but the increase affect it will have on CC and HOA dues may make it hard to stay and live here. In that case, we would put house on market to sell.....other areas of North Phoenix are nice and also MUCH cheaper to live in.....
09/26/2010	<u>7647092</u>	If our rates increase again we will have to seriously consider a move out of Anthem. It is becoming unaffordable to live here with regards to utilities, especially water.
09/27/2010	<u>7650623</u>	Water rates are already very high and to have them almost double would be very difficult.
09/27/2010	<u>7650383</u>	This would certainly put a hardship on our financial situation, this unexpected large increase would cause a huge impact on our monthly bills.....
09/27/2010	<u>7650942</u>	will make our budget more strained
09/27/2010	<u>7652576</u>	We are retiring and if the increase is approved, this will give us less money to spend at the stores. It will mean less money going to the people who are still working.
09/27/2010	<u>7653903</u>	I am not working at this time. We would not be able to afford an increase in our household or have our dues go up. We are on a very strict budget and would not be able to handle an extra bill at this time.
09/27/2010	<u>7655550</u>	I would not be able to afford Anthem anymore. I moved here to put my kids in a good school district and if the water doubles, I will be forced out of this neighborhood and it would displace my kids.
09/27/2010	<u>7655865</u>	We purchased in 2000. There was never anything mentioned about future rate penalties for our home. When we asked about our water resources, the sales office said, "You have nothing to worry about, your water comes from Lake Pleasant." That was the only statement that they made concerning our water. This new rate hike flabbergasts us. This was the fourth new home that we have purchased. Once we signed on the dotted line, we would never even think that the builder could change our monthly utility rate 10 years after the fact. If Del Webb made secret deals with a utility provider without warning their buyers that an outrageous rate hike would be possible, then Del Webb should be held responsible for repayment because they did not disclose that fact to their buyers.
09/27/2010	<u>7656808</u>	Being a widow, and a Senior Citizen, on a fixed income, this rate increase will greatly affect my ability to maintain my property in a manner needed to comply with the HOA bylaws, hence my yards should look pleasantly appropriate for the outlook of the neighborhood. I live as

		frugally as I can on my Social Security and a small pension check and I am not sure how I will possibly be able to pay double my water bill, which is high now. I hope something can be done regarding a high rate increase as it is a great concern to me.
09/27/2010	<u>7657050</u>	Retired with a fixed income is not designed for losing most of our home equity, rising health care, inflation and government excesses. This water rate increase is the "straw that broke the camels back". If it happens as our monopoly water company wishes, we will move from the community. Houses will be devalued on the market as word gets around.
09/28/2010	<u>7660126</u>	It is unfair for any service or company to be able to get away with trying to double the cost of services rendered. This is going to make Anthem a very expensive place to live and will make people who are looking to move here look at other places.
09/28/2010	<u>7660150</u>	As a person whose income as been cut over the last few years this will require us to look at other ways (places) to continue to cut back our expenses. Initially, I would stop spending the money at local businesses so I can afford water.
09/28/2010	<u>7660684</u>	It will put my current budget in a more difficult situation.
09/28/2010	<u>7663963</u>	We will have to try to use less water indoors and outdoors.
09/29/2010	<u>7673085</u>	I live on a limited retired income and cannot return to work due to a disability. If the increase does go through, which will also affect our association fees and business will also increase their fees due to the this water increase and pass on to us, I will not be able to continue to live here and will be forced to sell my home. If I cannot sell it I will have to let it go back to the bank, therefore destroying my excellent credit rating and adding to the depressing stats of foreclosed and abandoned homes in the Phoenix metro area.
09/29/2010	<u>7678660</u>	It would put us in a bind living on SS
09/29/2010	<u>7679451</u>	I am an older women living on a fixed monthly income and the increase they are suggesting would put me under. As it is now, we pay outrageous service & tax fees before we even pay for our water. I would have to sell my house & move out of Anthem. I have been in Anthem for 9 yrs.  As it is now, we live month to month on this water issue. Our cost goes up, but Social Security doesn't!!!!!!
09/29/2010	<u>7681567</u>	I am unemployed and have been actively looking for employment since March 2010. This

		would be a huge hardship for me and my husband. My husband works on commission, and we never know what our monthly income will be. I used to live in the City of Peoria, and we paid about \$55.00/month for water and garbage, so I was shocked at the prices that we have to pay in Anthem. This would be a financial burden to us, and to many other families in Anthem, and it cannot happen. Thank you.
09/29/2010	<u>7681653</u>	This is unbelievable to me, and had I known about the water issues when I bought my house in May, I might not have bought in Anthem. I think this could hurt home sales in Anthem in the future if this increase goes through.
09/29/2010	<u>7684274</u>	My wife and I are over retirement age, but still actively working. We are just average working people, "road sales reps" dealing with a lackluster economy. We have lived in the Phoenix area for over 36 years and have raised our children here. We have lived in Anthem for almost 7 years now. If these increases in water rates actually occur, we will be forced to sell our home here, hoping there will still be folks interested in living in Anthem.
09/29/2010	<u>7684481</u>	WE cannot afford to pay another \$125-\$150 per month. MY wife lost her job and is only working part time. This is ridiculous.
09/30/2010	<u>7703772</u>	It will cause a financial hardship. We already pay approximately \$100/month.
09/30/2010	<u>7704447</u>	We retired to Anthem 9 years ago and live on a fixed income. Over the last few years our home value has dropped by 50% and our savings have dropped by over 50% No way can we take another increase in our utility bills. We need a reduction in these bills or we will be forced to leave Anthem. A LARGE increase in our water bill is not fair, we already pay some of the largest water bills in the state, and by far the largest in my life. Some thing is wrong and the Corporate commission must fix this problem. We voted for this commission and now it's time for them to vote for us.
09/30/2010	<u>7708412</u>	put us in financial hardship
09/30/2010	<u>7708543</u>	Just making ends meet right now. The infrastructure costs should have been built into the cost of homes...not a surprise debt inheritance a couple years later.
09/30/2010	<u>7709630</u>	We won't be spending money in Anthem and I might have to drain the pool
09/30/2010	<u>7710684</u>	Puts undue stress on monthly budget. Make us remove some landscape plants so we can use less water.
09/30/2010	<u>7711142</u>	Anthem may become another Arizona ghost town if water becomes expensive.
09/30/2010	<u>7712558</u>	We presently own two homes and obviously we would feel it more than anyone owning only

		one. We are fortunate to have good tenants, but this increase will directly affect them on the household water bill, but for us the possible increase in HOA and Club dues hits twice.
09/30/2010	<u>7712846</u>	70% increase equals almost \$100 per month that will impact our spending in the community.
10/01/2010	<u>7718854</u>	We are semi-retired and it will have devastating effects. It will increase our monthly expenses to the point we may no longer be able to afford our home and may be forced to sell.

Dear Arizona Corporation Commissioners,

I am simply going to move out of the Country Club. Del Webb knowingly signed contracts with this provision. Del Webb Corporation screwed us. In the midst of short-sales, REO, and foreclosures of the last few years, this rate increase by Arizona American Water Company is unconscionable, and insulting. The U.S. Congress has dirty hands as well, to wit: Barney Frank, Chris Dodd, and Barrack Hussein Obama, as they allowed Community Redevelopment Act, and threatened banks with retaliation unless the lenders gave loans to people who were unqualified, especially if they were Black. We are being screwed by Liberals and Socialists who dream of being Communists. I leave you to your fate. I'm moving to Gault's Gulch.

Thank you.  
Greg

Dear Arizona Corporation Commissioners,

Subject: Anthem water rate increase

Comments:

This whole issue is terribly confusing, but I do know one thing I cannot afford a rate increase in this economy. Especially not to a company such as Arizona American Water Company who's customer service is lackluster at best.

For instance, when I receive a \$118.27 bill and I send them a check for \$120.00, instead of applying the \$1.73 cents to the next month as any reasonable and efficient company would do - no they waste money and send me a check back for \$1.73 which probably costs them \$20 to \$30 to process. Yes, obviously I no longer round off my checks to them.

Tim Hartmann  
Email: [thartmann2@cox.net](mailto:thartmann2@cox.net)

Dear AZ Corporate Commission,

I have been a home owner in Anthem, AZ, for the past 7 years and have seen my water rates increase to higher than my electric rates. The AZ Corporate Commission has continued to approve Arizona American Water Rate requests, because you have agreed that they were never paid for the installation of the infrastructure here in Anthem by the developer, Dell Webb (now Pulte). I have continued to request to Arizona American Water, that my water bill reflect the portion of this added cost that you have granted to them so as to indicate when their cost of the infrastructure would be paid off and our rates would drop accordingly. Before any additional rate increases are approved, I would hope you would hear my plea to you to require Arizona American Water to show how their costs are apportioned, and that this apportionment would show the payoff of the infrastructure that they claim is required. In order to believe you are being fair in my assessment of this issue, why not make them show this on their billing to the water using tax paying citizens of Anthem. I think this would make AZ American Water reassess their request for a rate increase. I believe the billing should show the current balance of their loan to build this infrastructure and show the remaining time until the note is paid off (I was told on a call to AZAW 5 years). Do you not audit AZ American Water on their rate requests? Once the infrastructure is paid off, would we not own this as a utility, similar to electricity, where we could choose alternate water sources? There is no competition when you only have to deal with one

water company for something you has to have in order to survive. Please consider my request before approving any rate changes for AZ American Water. Make them show you the books on this before any decision is made on your part.